



**East London**  
NHS Foundation Trust

# Collect. Review. Do.

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East London NHS Foundation Trust

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# Background

- Mental and community health services
  - East London
  - Luton
  - Bedfordshire
- Collect an average of 1200 responses per month from over 200 services
- Culture of continuous improvement in the team
  - Improve response rates
  - Improve demographic representation
  - Improve methods of sense-making and evidence dissemination

# Aim

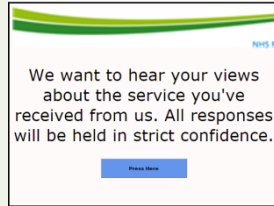
- Reduce time taken by staff to fulfil the process
  - Remove need manual inputting of data
- Reduce time taken by central team to ‘crunch’ and report on data
  - Automate the process
- Encourage ownership and action across the organisation
  - Ability to tailor data
  - Make data transparent
  - Make data useful
- Encourage action from feedback
  - Facilitate tracked actions from patient feedback

# Actions

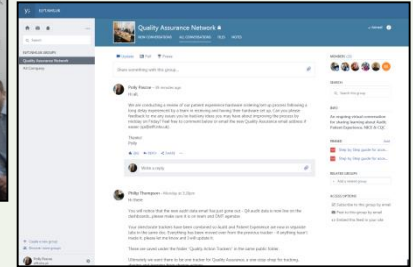
- Replaced paper-based methods by introducing tablets
- Automated data reporting via dashboards
- Enable smart action
- Encourage ownership
  - Statistical Process/Run Charts
  - Ability to break data down by organisation/directorate/service
  - Automated data reporting
- Promote action from feedback

# Results

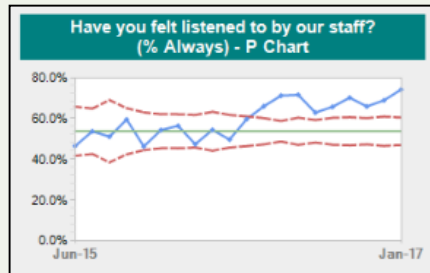
## Real-time tablet feedback collection



## QA Network



## Interactive dashboards



## Tracked actions

Quality Outcomes and Experience (QOE) Action Tracker

Area	Outcomes and Experience	Priority	Responsible	Start Date	End Date	Status	Comments
Primary Care	Primary Care	High	Primary Care	2015-06-01	2015-12-31	Completed	...
Secondary Care	Secondary Care	Medium	Secondary Care	2015-07-01	2016-06-30	In Progress	...
Community	Community	Low	Community	2015-08-01	2016-03-31	Not Started	...



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**Q&A**